

## **FAQ Samsung TV Support**

### **1. \*\*My Samsung TV is only starting in Safe Mode. What should I do?**

Ans- If your TV is in Safe Mode, the issue might require a replacement of the TV board. Please register a complaint for further assistance.

### **2. \*\*What USB drive sizes are compatible with Samsung TVs?**

Ans-New Samsung TV models support up to 32 GB USB drives. If a 32 GB drive doesn't work, it could be a port issue; please register a complaint. For older models (6-8 years), drives larger than 8 GB may not be supported.

### **3. \*\*Apps like Jio Cinema or Netflix aren't working on my TV. How can I fix this?**

Ans- Try deleting and reinstalling the app from the App Store. If it still doesn't work, reset the TV in recovery mode. If the problem persists, register a complaint.

### **4. Is there a key lock feature on Samsung TVs?**

Ans-New Samsung LED models don't have a key lock feature. If you're using an older model and the key lock is active, you may need to register a complaint for support.

### **5. What should I do if I get a "License Issue" while using apps?**

Ans- Try resetting the TV and ensure it's connected to a strong internet network. If this doesn't work, please register a complaint.

### **6. \*\*Why aren't some apps working on my TV?**

Ans- If your TV has an older Android version, some apps may not be compatible. Consider upgrading if possible.

**7. \*\*My old Samsung TV has Wi-Fi Issues. What could be the cause?**

Ans-Older models may not support certain Wi-Fi standards due to hardware limitations.

**8. \*\*How should I load clothes in my Samsung washing machine?**

Ans-Ensure that clothes are loaded according to the machine's capacity to avoid potential issues.

**9. \*\*The washing machine's motor is tearing my clothes. What should I check?**

Ans- Inspect the washing machine for any internal defects or foreign objects (like coins) that may be causing damage.

**Customer Service Call Script – Samsung**

**Agent:** Namaskar! Samsung Customer care mein aapka swagat hai. Main aapki kis tarah madad kar sakta/sakti hoon?

**Customer:**

Sir/Ma'am, mere product me ek samasya aa rahi hai. Main ise use nahi kar paa raha hoon.

**Agent:**

Aapki asuvidha ke liye hume khed hai. Hum aapki poori madad karenge. Kya main jaan sakta/sakti hoon ki main dealer se baat kar raha/rahi hoon ya customer se?

**Customer:**

Main ek customer hoon.

**Agent:**

Dhanyawad. Kripya mujhe bataye ki aapke product me kya samasya aa rahi hai?

**Customer:**

Sir/Ma'am, mere TV ka display kaam nahi kar raha hai.

**Agent:**

Samajh gaya/gayi. Kya aap bata sakte hain ki aapka TV warranty mein hai ya warranty ke bahar hai? Kripya apni purchase date bataye.

**Customer:**

Mujhe ise kharide hue ek saal ho gaya hai.

**Agent:**

Dhanyawad. Hum aapki complaint register kar rahe hain. Lekin complaint book karne se pehle hume aapko jankari deni hogi ki agar product me koi physical damage ya liquid damage paya jata hai, to ye out of warranty maana jayega. Aise me aapko visit charge aur parts ke charge dene honge. Kya aap is baat se sahmat hain?

**Customer:**

Haan, main sahmat hoon.

**Agent:**

Achha, ab main aapki complaint book kar raha hoon. Kripya mujhe kuchh jankari dein jaise ki

- Pura Naam:
- City:
- State:
- Address:
- PIN Code:
- Product ka Model Number:

(Agent sabhi jankari likh kar complaint register karta hai.)

**Agent:**

Aapki complaint safaltapurvak register ho chuki hai. Aapka complaint number [XXXXXXX] hai. Ye number aapke registered mobile number par SMS ke roop me bhi bhej diya jayega. Kya main aapki kisi aur tarah se madad kar sakta/sakti hoon?

**Customer:**

Nahi, dhanyawad.

**Agent:**

Samsung Customer Support me call karne ke liye dhanyawad. Aapka din subh ho!